



# Rockford Police Department

PRESENTED BY:  
DEPUTY CHIEF DAVID HOPKINS



# CITYWIDE SCORECARD

March 14, 2013



## OFFENSES

Item	Previous Compstat	Current Compstat	% Change	YTD 12	YTD 13	% Change
Aggravated Battery/Shots Fired	31	25	-19.35%	55	56	1.82%
Robbery	38	22	-42.11%	58	60	3.45%
Burglary	136	70	-48.53%	273	209	-23.44%
Auto Theft	55	45	-18.18%	62	100	61.29%
Burglary to Motor Vehicle and Theft from Motor Vehicle	92	82	-10.87%	164	175	6.71%
West Gateway Coalition Group A Offenses	64	63	-1.56%	174	127	-27.01%
Central City Neighborhoods	120	91	-24.17%	215	211	-1.86%
Prostitution Complaints (CFS offense code 1505)	8	13	62.50%	51	21	-58.82%
Traffic Accidents	409	491	20.05%	908	900	-0.88%
Dispatched Calls for Service (Not Self-Initiated)	6,499	5,989	-7.85%	12,973	12,488	-3.74%
Self-Initiated Calls for Service	1,425	1,283	-9.96%	2,607	2,708	3.87%
# of Repeat Arrestees (arrested >= 3 times)	4	7	75.00%	34	15	-55.88%
# of Repeat Priority 0 & 1 Locations (appear >= 5 times)	15	18	20.00%	73	61	-16.44%

## ACTIVITY

Item	Previous Compstat	Current Compstat	% Change	YTD 12	YTD 13	% Change
Sound Amplification Complaints	10	8	-20.00%	17	18	5.88%
Sound Amplification Impounds	0	1	N/C	3	1	-66.67%
Active Warrants	3,129	3,107	-0.70%			
Warrant Checks	86		-100.00%			
Parolee Checks	54		-100.00%			

## ACTIVITY

Item	Previous Compstat	Current Compstat	% Change	YTD 12	YTD 13	% Change
# of People Arrested for Narcotics (35 A&B)	66	64	-3.03%	163	130	-20.25%
# of Traffic Stops	1,548	1,317	-14.92%	2,817	2,865	1.70%
# of Traffic Tickets	1,277	1,260	-1.33%	2,808	2,544	-9.40%
# of Guns Seized	24	12	-50.00%	40	36	-10.00%

\*\*N/C is "not calculable"



# GROUP A DASHBOARD

## Last Month vs This Month

## YTD '12 vs YTD '13

### GROUP A OFFENSES

	JAN 2013	FEB 2013	% Change
City	1,485	1,118	-24.71%
District 1	624	452	-27.56%
District 2	461	364	-21.04%
District 3	342	263	-23.10%



	2012	2013	% Change
City	2,712	2,603	-4.02%
District 1	1,037	1,076	3.76%
District 2	872	825	-5.39%
District 3	675	602	-10.81%

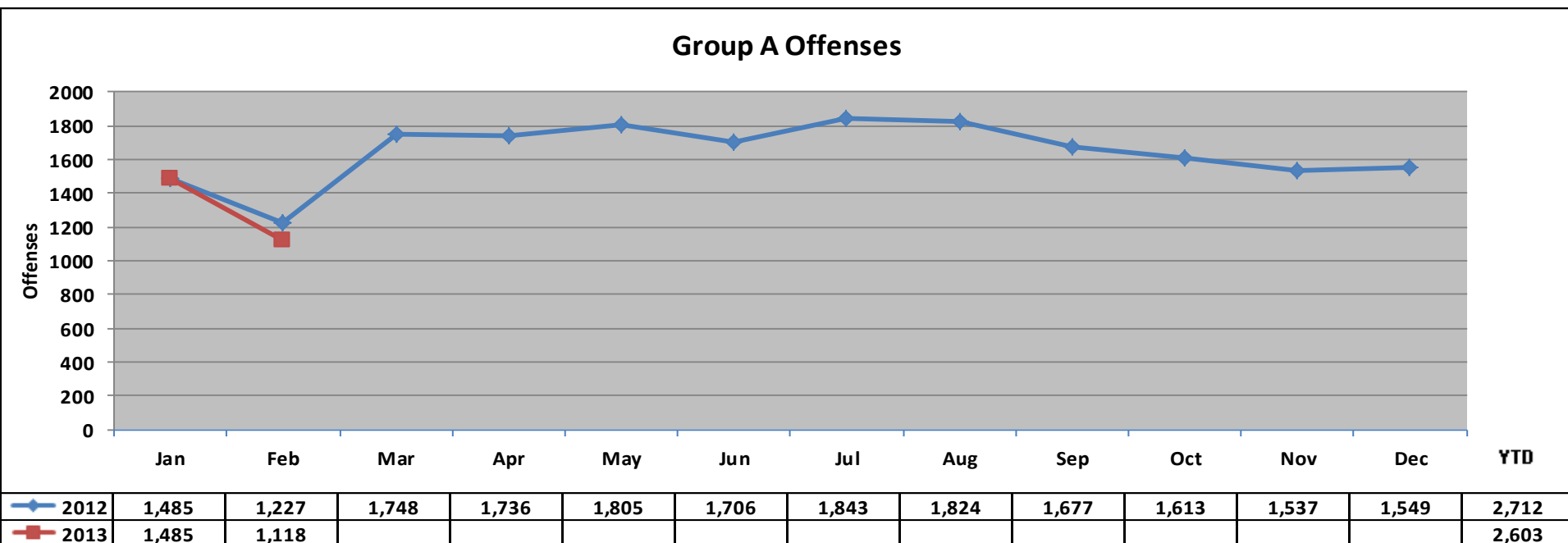


\*\*Produced 3/7/13

\*\*City data based on NIBRS Greenbar report.

\*\*District data from Geo Policing.

\*\*Focus areas from monthly reports.



NIBRS Group A Offenses: Twenty-two crime categories made up of 46 offenses considered to be the most serious. May be a crime against person, property or society (for example: Murder, Robbery, Burglary, Drug Offenses, Theft, Prostitution, etc).

# Rockford Police Department

## Firearm Recoveries

2012	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
FIREARMS RECOVERED	27	11	22	20	22	29	15	27	37	9	18	15	252
FIREARMS TRACED THROUGH ATF	41	25	43	40	30	50	27	50	35	12	16	21	390
FIREARM ARRESTS	25	10	16	13	17	18	7	17	26	4	11	9	173
FIREARM ARRESTS PROSECUTED BY THE STATES ATTORNEY	25	10	16	13	17	18	7	17	26	4	11	9	173
FIREARM CASES REFERRED TO ATF	27	10	9	15	17	18	3	3	16	14	14	14	160
FIREARM CASES REVIEWED BY THE US ATTORNEY'S OFFICE	2	1	9	1	5	2	3	3	3	0	4	2	35
FIREARM CASES PROSECUTED BY THE US ATTORNEY'S OFFICE	0	1	2	0	1	0	1	1	0	0	4	0	10

2013	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
FIREARMS RECOVERED	24	12											36
FIREARMS TRACED THROUGH ATF	24	12											36
FIREARM ARRESTS	17	5											22
FIREARM ARRESTS PROSECUTED BY THE STATES ATTORNEY	17	5											22
FIREARM CASES REFERRED TO ATF	13	10											23
FIREARM CASES REVIEWED BY THE US ATTORNEY'S OFFICE	0	3											3
FIREARM CASES PROSECUTED BY THE US ATTORNEY'S OFFICE	0	3											3

# Rockford Police Department / RHA

## RHA

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>ARRESTS</b>													
Total Number of Arrests	19	18											37
Residents	4	7											11
Non-Residents	15	11											26
<b>By Property</b>													
Blackhawk	9	2											11
Brewington Oaks	3	1											4
Fairgrounds	0	4											4
North Main Manor	2	0											2
Olesen Plaza	0	0											0
Orton Keyes	4	9											13
Park Terrace	1	2											3
<b>By Crime Type</b>													
Criminal Trespass to RHA Property	13	11											24
Domestic-related offenses	2	4											6
Drug-related offenses	4	2											6
Miscellaneous criminal offenses	3	2											5
Traffic offenses	2	0											2
Warrants	3	0											3
<b>RECOVERIES</b>													
Cannabis (in grams)	13.2	8.8											22.0
Cocaine (in grams)	0.1	0.0											0.1
Heroin (in grams)	0.0	0.0											0.0
Pills of MDA	0	5											5
Guns	0	0											0
US Currency	\$0	\$0											\$0
<b>By Property</b>													
Blackhawk	0	0											0
Brewington Oaks	2	0											2
Fairgrounds	0	0											0
North Main Manor	0	0											0
Olesen Plaza	0	0											0
Orton Keyes	1	1											2
Park Terrace	0	1											1

# Rockford Police Department/RHA

## Property Bans

[illegible]

## Client/Service Cancellation

[illegible]

**\*=Results Pending RHA Review.**

# Rockford Police Department

## Top 10 Arrestees – YTD 2013

Arrestee	Age	Count of Arrest Incidents
Ollie, Anthony	28	10
Burns Jr, Robert	34	9
LEE, EUGENE	53	5
OVIEDO, BARBARA	32	4
WRIGHT, PIERRE	27	4
<div></div>	16	3
The names of juvenile arrestees have been redacted.		
An individual may be arrested for multiple offenses in a single incident.		
KASZYNSKI, JEFFERY	45	3
KECK, JOHN	45	3
NEWBERRY, PAUL	34	3
NORMAN, KYLE	18	3
PEARCE, THOMAS	33	3
SHELLENBERGER, WILLIAM	58	3
Thomas, Darrell	26	3
TRIPP, MONTRELL	24	3
Watson, Gregory	25	3



# Rockford Police Department

## Top 10 CFS Locations – YTD 2013

CALL LOCATION	LOCATION TEXT	COUNT
7219 WALTON ST	WALMART	66
3902 W RIVERSIDE BLVD	WALMART	63
1000 CHAMBERLAIN ST	PARK TERRACE	45
5110 AUBURN ST	AUBURN HIGH SCHOOL	35
505 SEMINARY ST	BREWINGTON OAKS	28
1030 E STATE ST	CIRCLE K GAS STATION	24
3134 11TH ST	CVS PHARMACY	23
4145 SAMUELSON RD	JEFFERSON HIGH SCHOOL	23
327 N CHURCH ST	SUICIDAL SUBJ	22
3325 N MAIN ST	WALGREENS	21
505 N MAIN ST	NORTH MAIN MANOR	21

# Rockford Police Department

## Achievements

- Rockford Area Violence Elimination Network (RAVEN)
- YWCA Police Leadership – Unconscious Bias Discussion
- Community Meetings – Use of Force Discussions

## Improvements

- Violent Crime Reduction – 5%
- Property Crime Reduction (– 5%)
- Parole Call-In (late March)

# Rockford Fire Department

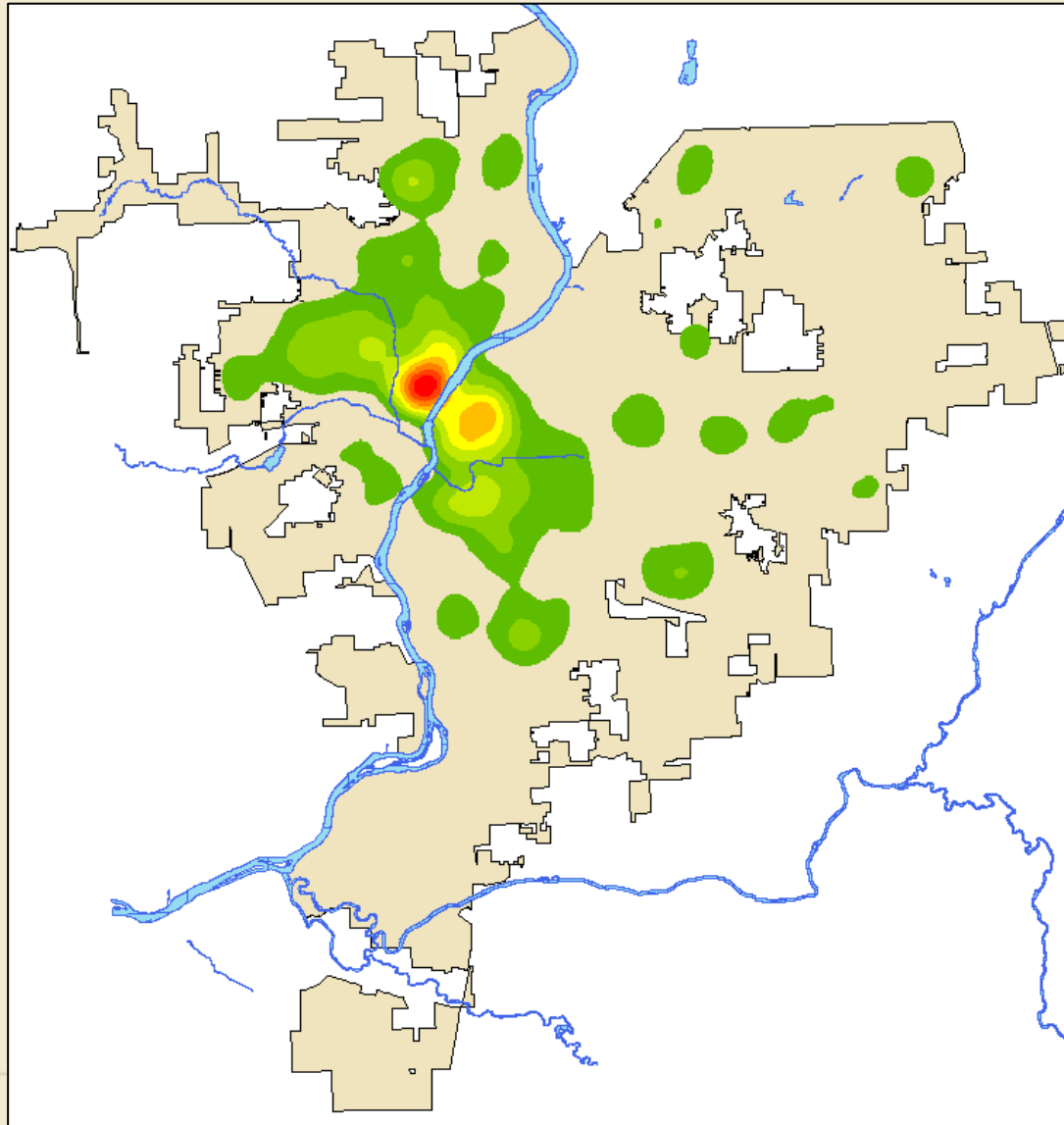
PRESENTED BY:  
Chief Derek Bergsten

# Rockford Fire Department

## Dashboard

Measure	2012 YTD Benchmark	2013 YTD
EMS & Search and Rescue Incidents	3,043	3,227
Total Fires	81	64
Structure Fire Incidents (Residential)	34	35
Structure Fire Incidents (Commercial)	12	5
Vehicle Fire Incidents	17	14
Outside Fire Incidents	12	5
Open Burning Incidents	6	5
Inspections	1,392	744
Arsons	12	10
Public Education Activities	54	11
911 Calls	18,717	17,146

# Rockford Fire Department Follow Up Question-General Sickness Calls



# Rockford Fire Department

## Follow Up Question-General Sickness Calls

2012 General Sickness Patients (Top 10 Addresses)		
Address	Occupancy	# of Patients
111 W STATE ST	Luther Center	88
1000 CHAMBERLAIN ST	Park Terrace (RHA)	54
715 W STATE ST	Rockford Rescue Mission	54
630 E STATE ST	Faust Landmark	52
310 7TH ST	Valkommen Plaza	42
650 W STATE ST	Winnebago County Justice Center	33
3303 E STATE ST	Valley View Apartments	31
505 N MAIN ST	N Main Manor (RHA)	29
505 SEMINARY ST	Brewington Oaks (RHA)	28
837 N MAIN ST	Sky Rise Apartments	28

# Rockford Fire Department

## Achievements

- Completing Ambulance Accreditation
- Final inspection of four ambulances completed
- Completed schedule for new recruits, begin March 25<sup>th</sup>
- Outfitted two reserves for emergency call backs

# Rockford Fire Department

## Areas for Improvement

- Improving radio communication coverage
- Creating Standard Operating Procedure for all new equipment



# Rockford Fire Department

## Disaster Preparedness

- National Severe Storm Preparedness Week: March 3-9, 2013
- Flood Safety Awareness Week: March 18-22, 2013
- 3 **P**'s of Disaster Preparedness: **P**lan, **P**repare, **P**ractice
  - **Plan:** Create a disaster plan for both your household and workplace.
  - **Prepare:** Prepare an emergency kit.
  - **Practice:** Practice your plan with your family and coworkers.
- Follow these links for more information on preparing for a disaster:
  - [www.weather.gov/safety](http://www.weather.gov/safety)
  - [www.illinois.gov/ready](http://www.illinois.gov/ready)
  - [www.redcross.org/prepare](http://www.redcross.org/prepare)

# Community and Economic Development Dept.

PRESENTED BY:  
Todd Cagnoni, Deputy Director

# CED-Construction & Development Planning Scorecard

	Monthly Performance	2012 Monthly Average	Jan	Feb
Planning Section	# of Sign Permits Reviewed	45	39	34
	% of Sign Permits Reviewed in 7 days	95%	100%	97%
	# of Temporary Sign Permits Reviewed	6	3	3
	% of Temporary Sign Permits Reviewed in 2 Days	95%	100%	100%
	# of Fence Permits Reviewed	26	1	3
	% of Fence Permits Reviewed in 3 Days	95%	100%	100%
	# of Driveway Permits Reviewed	19	2	1
	% of Driveway Permits Reviewed in 1 day	95%	100%	100%
	# of Dumpster Enclosures Reviewed	1	0	0
	% of Dumpster Enclosures Reviewed in 3 Days	95%	100%	100%
	# of Parking Lot Permits Reviewed	3	0	0
	% of Parking Lot Permits Reviewed in 5 Days	95%	100%	100%
	# of Zoning Confirmation Letters Completed	16	11	17
	% of Zoning Confirmation Letters Completed in 5 Days	95%	100%	100%
	# of Comm/MF Plans Reviewed	16	10	12
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%
	# of Home Occupation Permits Reviewed	0.5	0	0
	% of Home Occupation Permits Reviewed in 5 Days	95%	100%	100%
	# of Tentative Plats	0.08	0	0
	# of Final Plats	1	1	2
	# of ZBA Items	5	5	3
	# of LAB Items	3	5	2
	# of Annexations	0.6	1	0

# CED-Construction & Development

## Building Scorecard

	Monthly Performance	2012 Monthly Average	Jan	Feb
Building Section	# of 1/2 Family New Reviewed	1.5	0	0
	% of 1/2 Family New Reviewed in 3 Days	95%	100%	100%
	# of 1/2 Acc Detach Reviewed	4	2	0
	% of 1/2 Acc Detach in 2 Day Reviewed	95%	100%	100%
	# of 1/2 Family Add/Alt Reviewed	36	27	17
	% of 1/2 Family Add/Alt Reviewed in 2 Days	95%	88%	100%
	# of Comm/MF Plans Reviewed	19	7	7
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%
	# Plumbing/Mechanical Plans Reviewed	9	6	4
	% of Plumbing/Mechanical Plans Reviewed in 14 Days	95%	100%	100%
	# of Electrical Plans Reviewed	14	5	11
	% of Electrical Plans Reviewed in 14 Days	95%	100%	100%
	# of Counter Permits Comm/MF Issued	6	4	4
	% of Counter Permits Comm/MF Issued in 2 Days	95%	100%	75%
	# of Demolition Permits	11	9	2
	% of Demolition Permits in 2 Day	95%	100%	100%
	Total # of Plumbing Permits	104	99	69
	# of Plumbing Permits w/o Child	77	73	55
	% of Plumbing Permits in 1 Day	95%	98%	100%
	Total # of Mechanical Permits	140	122	88
	# of Mechanical Permits w/o Child	107	95	74
	% of Mechanical Permits in 1 Day	95%	100%	100%

# CED-Construction & Development

## Building Scorecard

	Monthly Performance	2012 Monthly Average	Jan	Feb
Building Section	Total # of Electrical Permits	77	54	51
	# of Electrical Permits w/o Child	40	19	25
	% of Electrical Permits in 1 Day	95%	100%	96%
	# of Roofing Permits	164	9	10
	% of Roofing Permits in 1 Day	95%	100%	100%
	# of Siding Permits	42	4	9
	% of Siding Permits in 1 Day	95%	100%	100%
	# of Structural Inspections Reported	347	398	340
	# of Structural Inspections	243	115	91
	% of Structural Inspections in 1 Day	95%	98%	98%
	# of Plumbing Inspection Reported	263	259	210
	# of Plumbing Inspections	179	172	137
	% of Plumbing Inspections in 1 Day	95%	99%	99%
	# of Mechanical Inspections Reported	205	267	238
	# of Mechanical Inspections in 1 Day	195	205	198
	% of Mechanical Inspections in 1 Day	95%	99%	100%
	# of Electrical Inspections Reported	168	166	159
	# of Electrical Inspections	136	143	144
	% of Electrical Inspections in 1 Day	95%	96%	99%
	# of FOIA Requests	19	34	35
	% of FOIA Requests in 5 Days	95%	100%	100%
	# of Online Permits (Of Total Permits)	3%	3%	4%

# CED-Construction & Development

## Permit Fees and Construction Value

### 2013 versus 2012 through January

TOTAL PERMIT FEES			
	2013	2012	% CHANGE
Building	\$63,214.71	\$132,878.39	52.43%
Planning	\$19,176.15	\$21,620.00	11.30%
Total	\$82,390.86	\$ 154,498.39	53.32%



# CED-Construction & Development

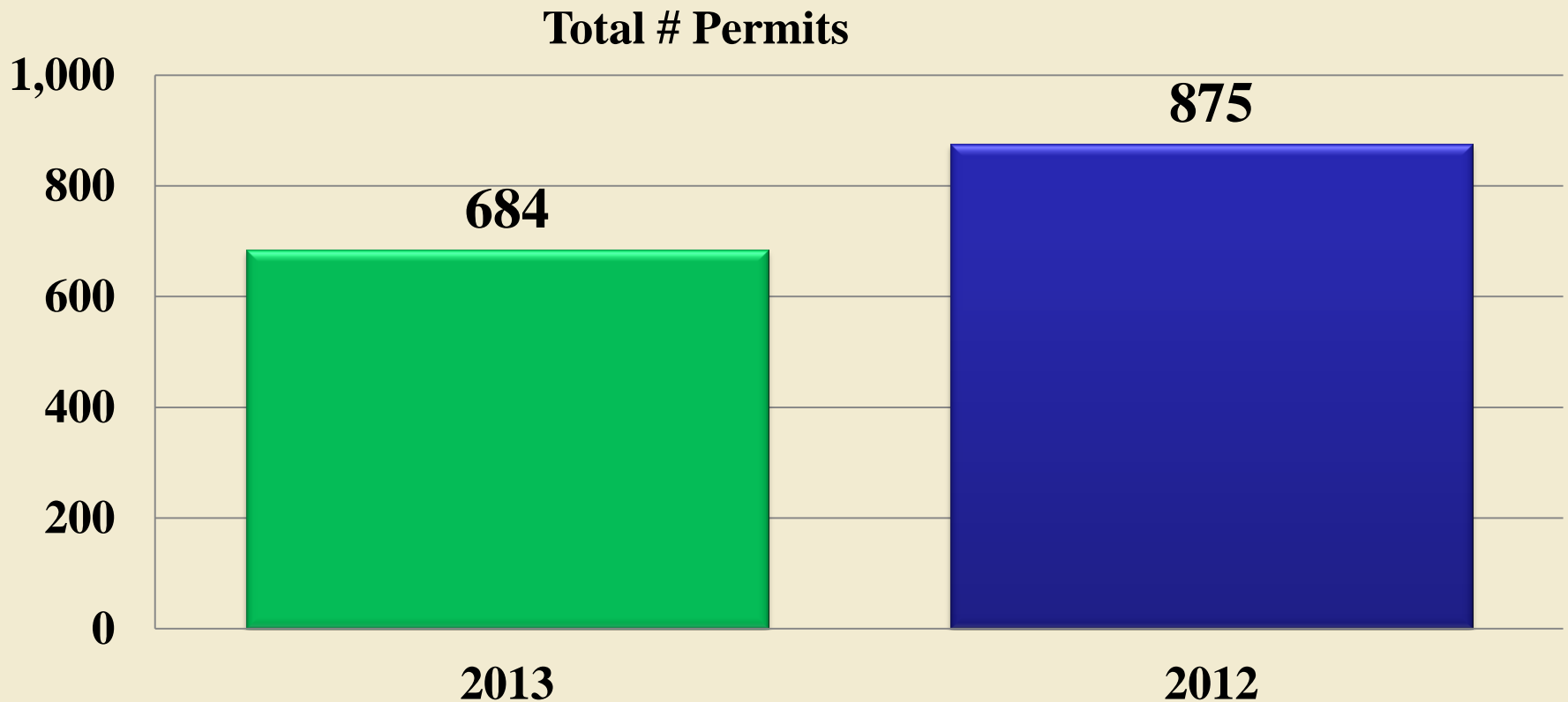
## Permit Fees and Construction Value

### 2013 versus 2012 through January

TOTAL CONSTRUCTION VALUATION			
	2013	2012	% CHANGE
Res	\$678,020	\$3,480,625	81%
Com	\$1,324,948	\$2,841,552	53.37%
Total	\$2,002,968	\$6,322,177	68.32%



# CED-Construction & Development Permits & Inspections 2013 vs. 2012 Through February

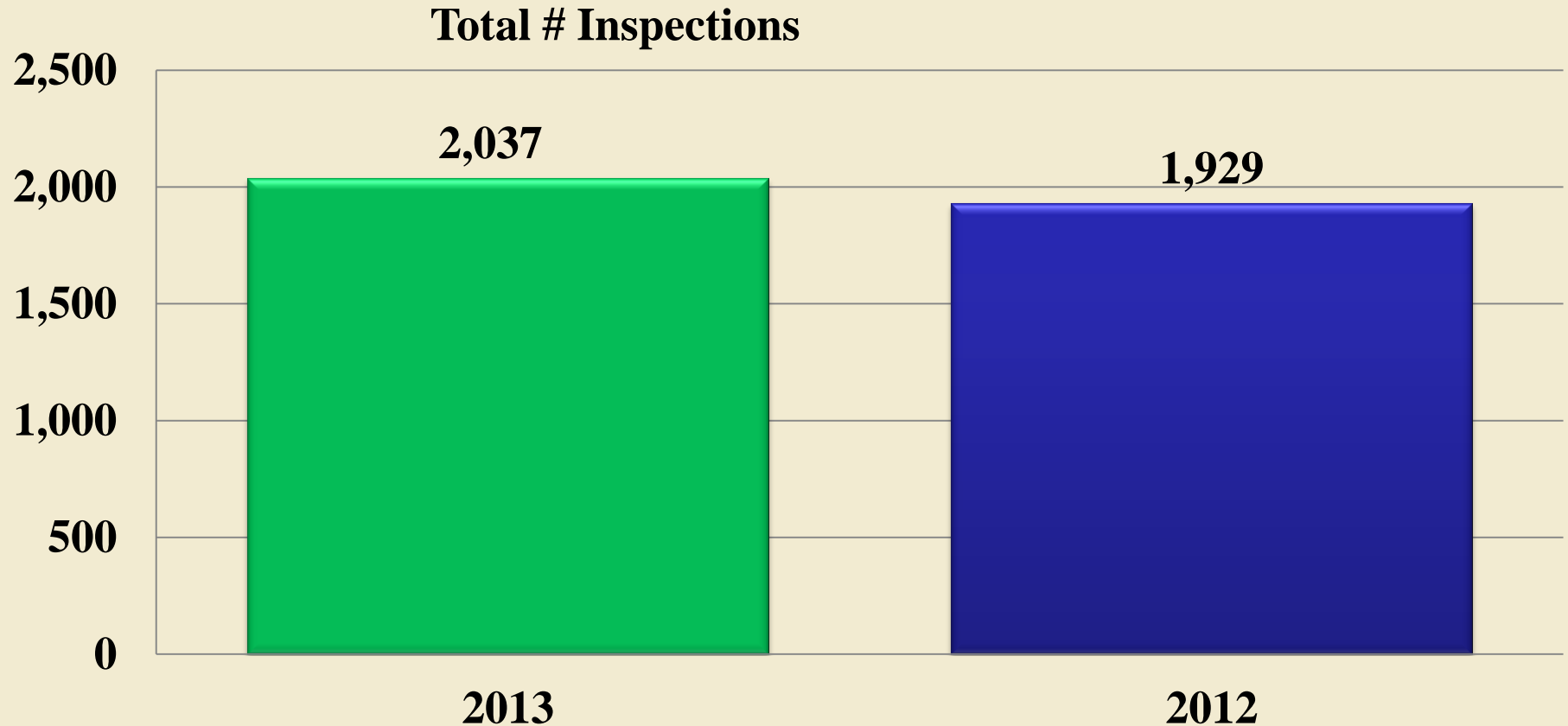


**Total # of Permits  
Decreased 21.83%**





# CED-Construction & Development Permits & Inspections 2013 vs. 2012 Through February

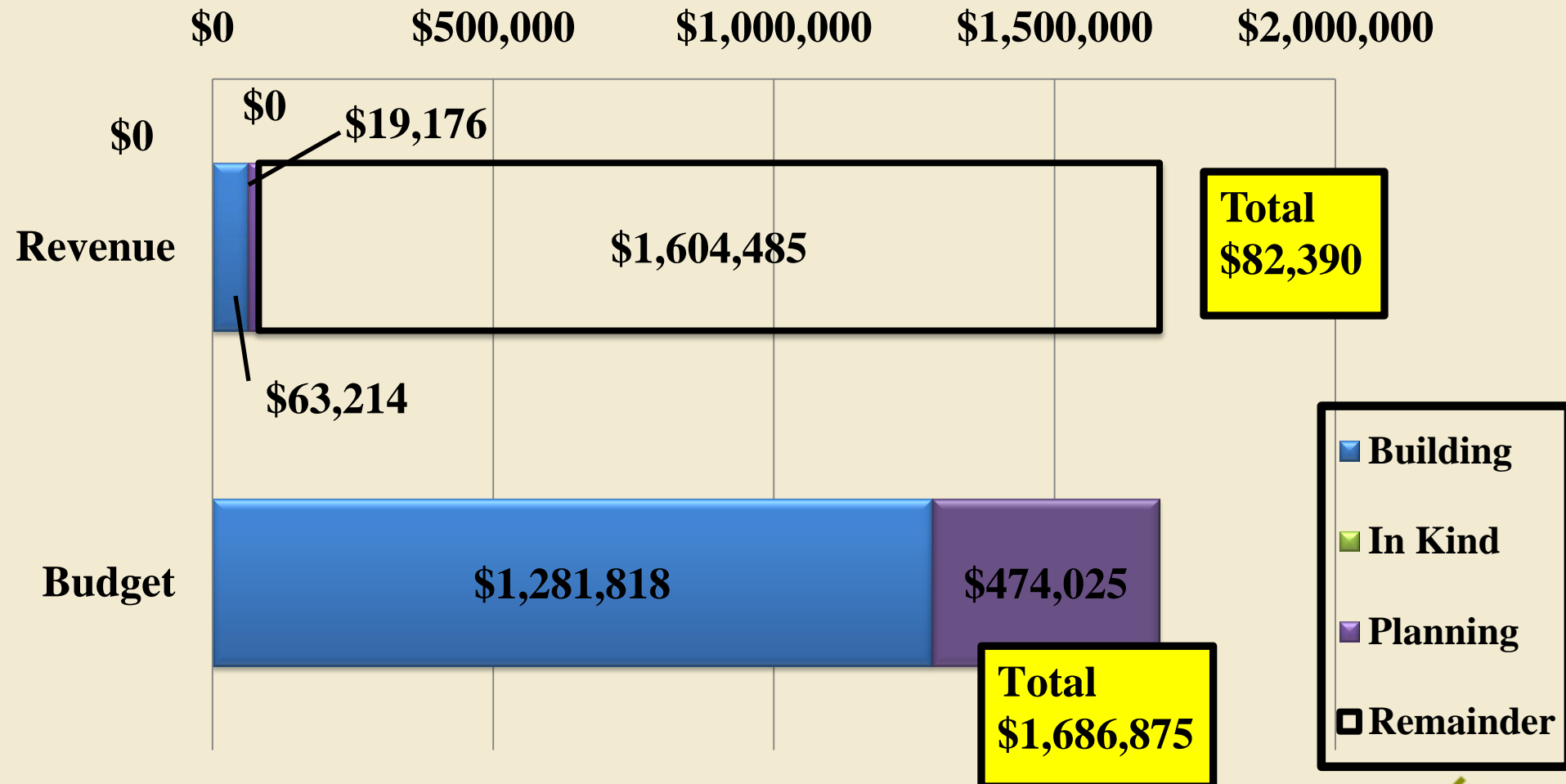


**Total # of Inspections  
Increased 5.60%**



# CED-Construction & Development

## 2013 Revenue vs. 2013 Budget – Planning and Building



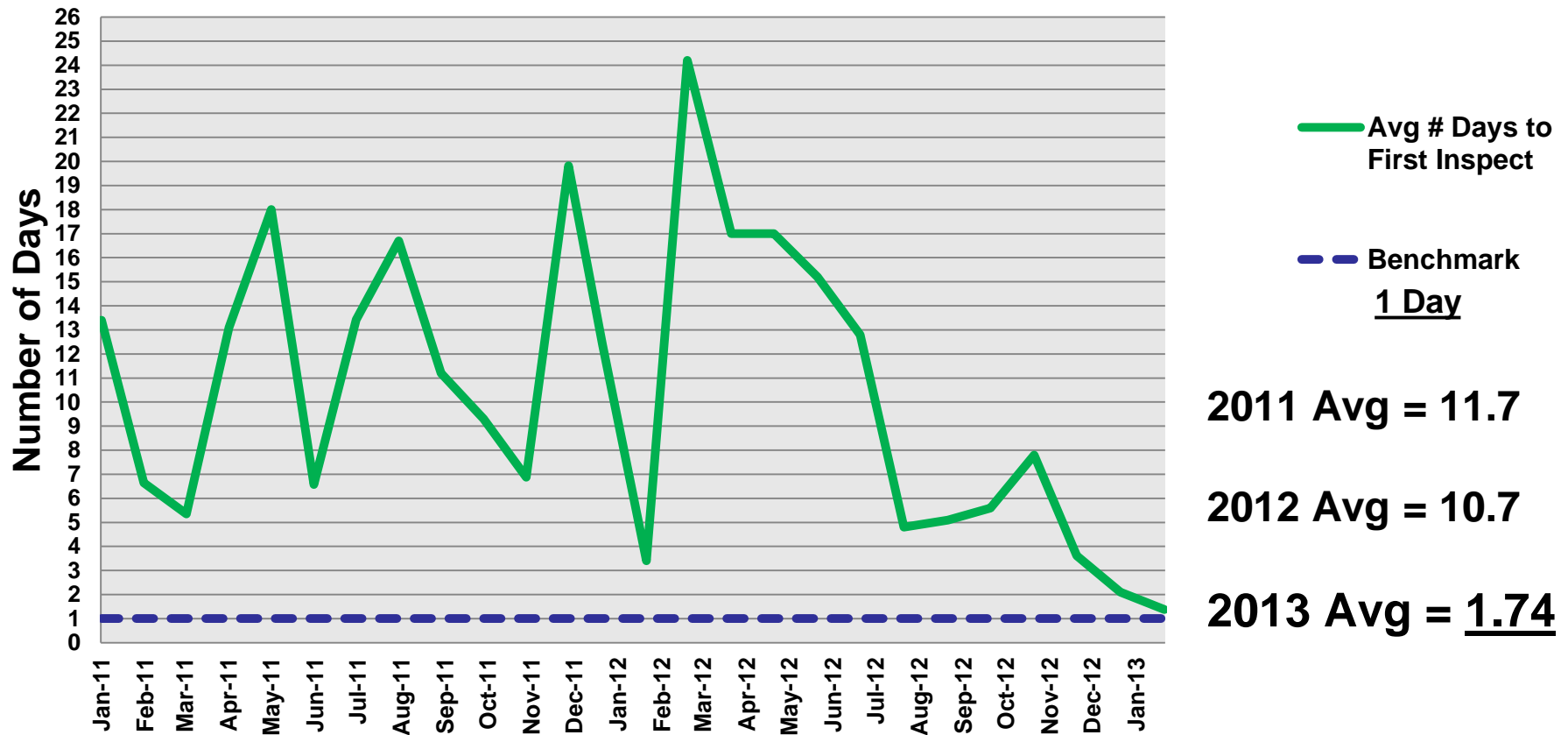
# CED-Construction & Development

## Property Standards Scorecard

	Monthly Performance	2012 Monthly Average/ Benchmark	Jan	Feb
Property Standards Section	# of Property Standards Inspections	210	214	180
	# of Property Standards Complaints	62	70	44
	% of Property Standards Complaints Inspected 1 Day	95%	70%	75%
	Avg # Days to First Inspection	10.74	2.1	1.38
	# of Order to Repairs / Violation Letters	38	43	27
	% of Order to Repairs / Violation Letters in 3 Days	95%	79%	74%
	Avg # Days from Inspection to OTR	6.48	2.2	2.74
	# of Condemnations	19.5	33	21
	% of Condemnation Letters in 1 Day	95%	45%	50%
	# of Condemnations Lifted	14	20	12
	# of Emergency Inspections			
	# of Emergency Demos	1	1	0
	# of Fast Track Demos	1.75	0	0
	# of Emergency Orders			

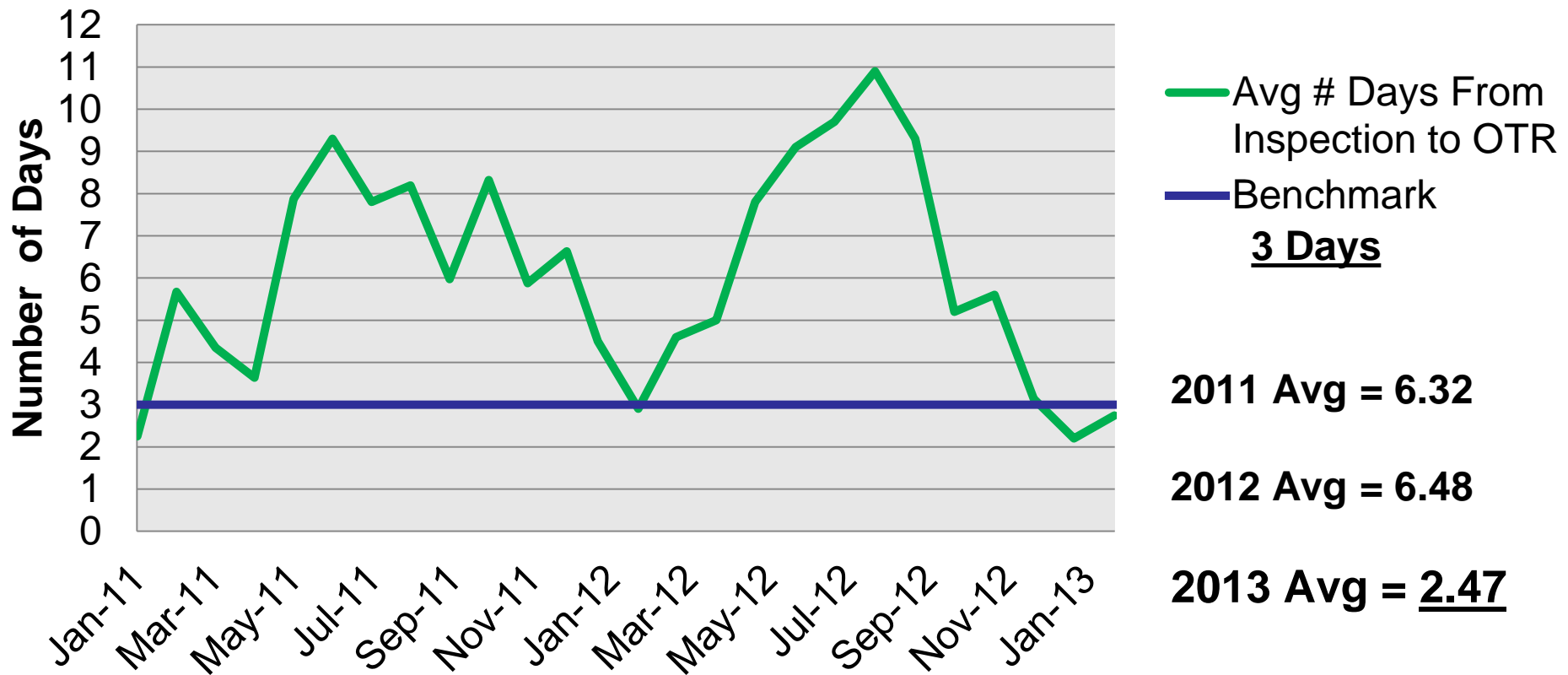
# CED-Construction & Development Property Standards

## Avg Days for 1st Inspection



# CED-Construction & Development Property Standards

## Average Number of Days from 1st Inspection to OTR



# CED- Construction and Development Neighborhood Standards Scorecard

Code Enforcement		Monthly Performance	Jan-13	Feb-13	YTD Totals	YTD Average	2011-12 YTD AVG
Monitor Requests for Service							
	Total # of Complaints	171	139	310	155	173.25	
	Total # of Unfounded Complaints	41	38	79	40	50.00	
	# of Nuisance/Zoning Complaints	99	78	177	89	123.25	
Case Compliance Rate							
	% rate of Voluntary Compliance	22.1%	11.4%		16.7%	82.3%	
	Avg. # of Days to Voluntary Compliance	40.74	16.36		29	35.04	
	% rate of Induced Compliance	8.4%	16.3%		12.4%	8.1%	
	Avg. # of Days to Induced Compliance	33.46	50.45		42	41.51	
	% rate of Forced Compliance	69.5%	72.4%		70.9%	9.6%	
	Avg. # of Days to Forced Compliance	30.21	18.31		24	38.19	
Case Type Trending							
	# of Nuisance Cases	100	75	175	88	59.00	
	# of Zoning Cases	64	46	110	55	103.75	
	Total # of Nuisance/Zoning Cases	164	121	285	143	162.75	
	# of Proactive Nuisance/Zoning Cases	74	63	137	69	82.25	
City Efficiency							
	Avg. # of Nuisance/Zoning Cases Per Inspector	41.0	30.3		35.63	40.12	
	Avg. # of Days from Complaint to First Inspection (Nuisance/Zoning)	3.15	2.81		3.0	2.79	
	Open Service Requests at end of Month (Nuisance/Zoning)	2	11		6.5	2.50	

# *CED- Construction and Development*

## **Achievements**

- E-Waste Solution Scheduled to begin March 15<sup>th</sup>, 2013.
- Increased Efficiency and Coordination of Property Standard Violations
  - Established Benchmarks and procedures
- Planning and Building Benchmarks have been satisfied.
  - Permit Issuance Benchmarks
  - Planning Reports

## **Areas of Improvement**

- Incorporate Property Standards and Neighborhood Standards into Construction and Development Services Division
- Online Permitting – Software Improvements Underway
- Evaluation and documentation of policy and procedures for code enforcement.

# Public Works Department

PRESENTED BY:

Mark Stockman – Street Superintendent

Marcy Leach – Engineering Operations Manager



# Street Division

PRESENTED BY:

Mark Stockman – Street Superintendent

# Street & Transportation Scorecard

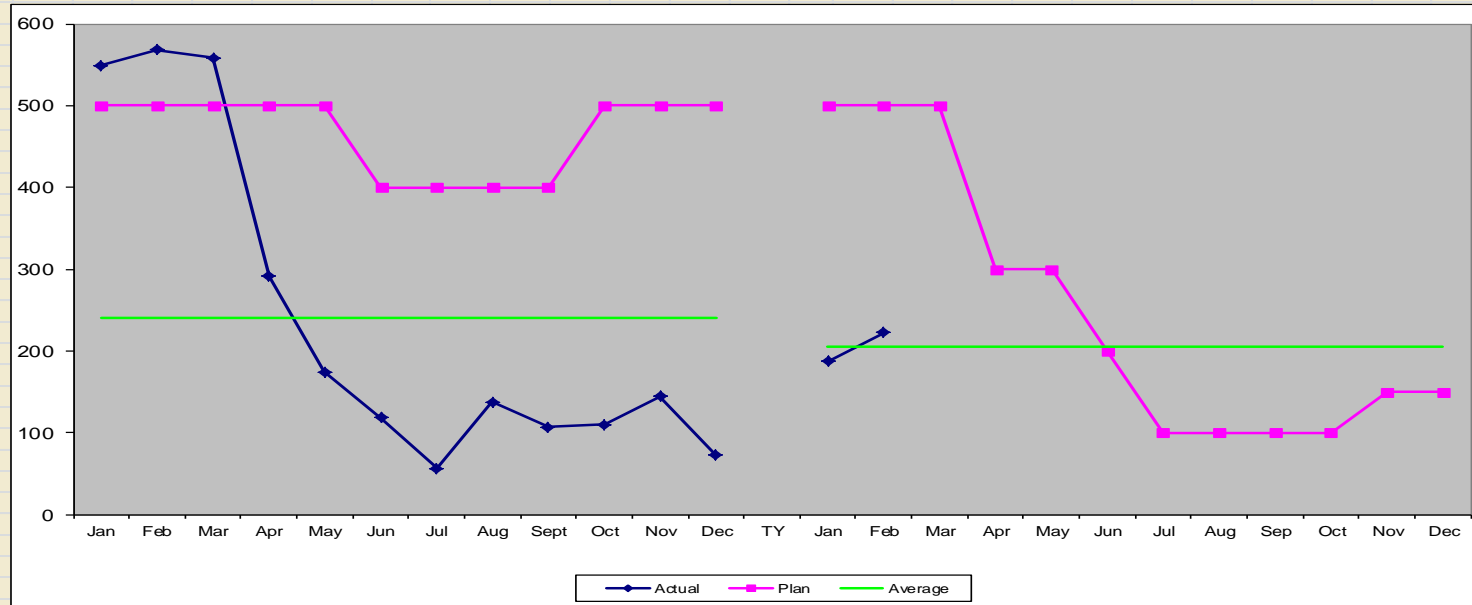
Monthly Performance		2013 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
Street Operations	Open Pothole Requests	100	95	126				
	Potholes Requests - Average Days to Close	5	1.9	3.4				
	Miles of Street Swept	300						
	# Trees Trimmed	200	311	53				
	# Trees Removed	120	17	23				
	# Trees Planted (12 month average)	120						
	Open Forestry Requests	350	551	491				
	Forestry Requests - Average Days to Close	60	63.9	NA				
	Total Requests	750	472	580				
	Total Requests - Average Days to Close	25	5	2				
	Total Open Requests	650	2	698				

# Street & Transportation Pothole Patching Requests

## Rockstat Trend Report

Date	February 2013	Name	Harry Noble
Operation	PW - Street		

Element/Measure	Pothole Requests						Averages		Monthly Goal	
Last 6 months actuals	107	110	144	72	187	222	2012	240	2012	250
							2013	205	2013	250
	2012						2013			



LY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Actual	549	568	558	291	174	118	56	137	107	110	144	72	187	222											
Plan	500	500	500	500	500	400	400	400	400	500	500	500	500	500	500	500	300	300	200	100	100	100	100	150	150

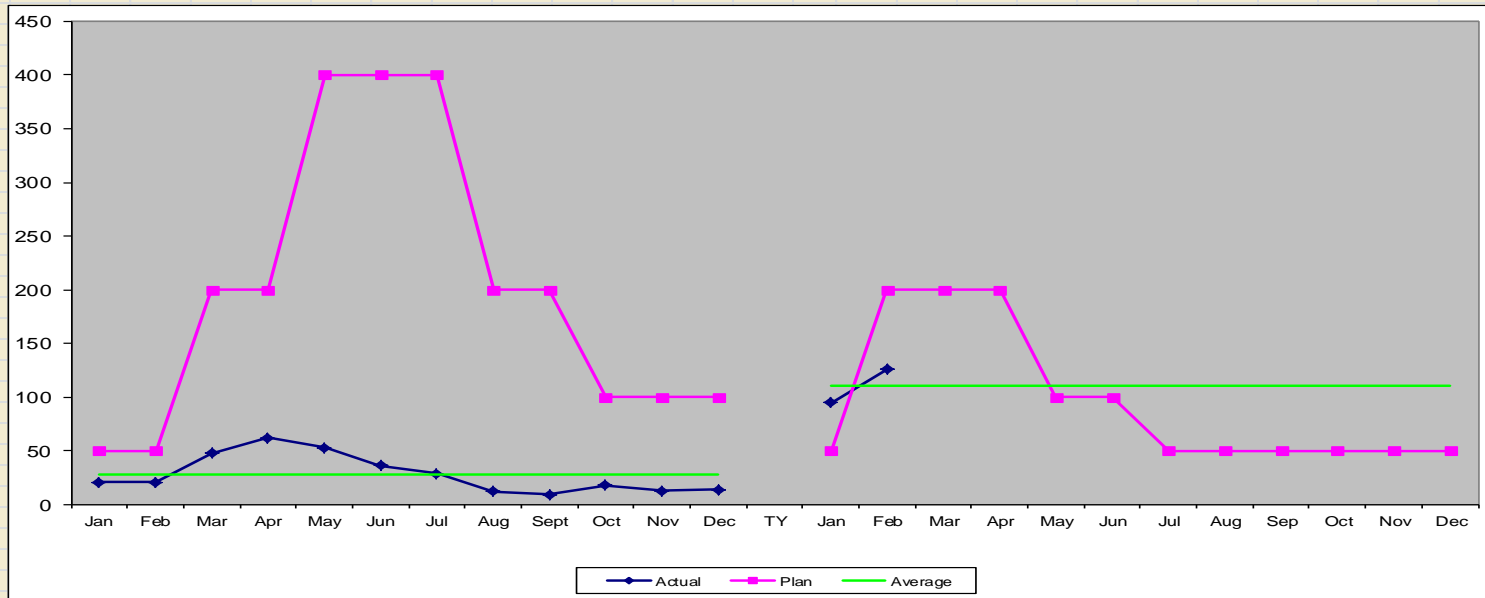
# Street & Transportation

## Open Pothole Requests

### Rockstat Trend Report

Date	February 2013	Name	Harry Noble
Operation	PW - Street		

Element/Measure	Open Pothole Requests						Average	
Last 6 months actuals	9	18	13	14	95	126	2012	28
							2013	111
	2012						2013	



	LY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual		21	21	48	62	53	36	29	12	9	18	13	14		95	126										
Plan		50	50	200	200	400	400	400	200	200	100	100	100		50	200	200	200	100	100	50	50	50	50	50	50

# Street & Transportation

## Snow & Ice Overview

	2012 / 2013 Season	February 2013	% Feb
Accumulation	26.7 Inches	21.2 Inches	79%
Salt Utilization	11,650 Tons	7,450 Tons	63%
# of Operations	20	12	60%
Contracted Plowing	6	5	83%
Hansen Requests	374	247	66%
Overtime Hours	4710	2748.5	58%

# Street & Transportation Achievements

- Total monthly requests for service remain at manageable levels.
- Snow Operations flowed smoothly with minimal equipment failures.
- Plans for 2013 city-wide vehicle & equipment purchase finalized.
- City of Rockford awarded Tree City USA standard and growth awards.

# Street & Transportation Areas for Improvement

- Requests for Pothole Patching have escalated.
- All non-emergency operations unrelated to Snow & Ice have seen decreased productivity.

# Engineering Division

PRESENTED BY:

Marcy Leach – Engineering Operations Manager



# Engineering Division

## Scorecard

Monthly Performance		2013 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
Engineering	# of Site Plans Reviewed	7	3	3				
	% of Site Plans Reviewed in less that 14 days	95%	100%	100%				
	# of Development Plans Reviewed	1	2	1				
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	100%				
	# of ROW Permits Issued	100	86	139				
	% of ROW Permits Issued in 1 day	95%	100%	100%				
	# of Driveway Permit Issued	10	0	0				
	% of Driveway Permits Approved in 1 day	95%	NA	NA				
	Industrial High Risk Inspections On Site	2	0	4				
	Erosion Control Inspections On Site	5	1	0				
	Illicit Discharge Investigations	1	2	1				
	NPDES Permit Water/Stormwater Samples Taken	2	7	0				

# Engineering Division

## Major Upcoming Construction Projects

### South Main Street – Bypass 20 to Clifton Avenue

- IDOT to replace culvert pipe under Main St. just north of bypass beginning late March with full closure
- Ramps @ Bypass 20 under construction this summer with partial closures
- Resurfacing projected to start end of March

### South Main Street – Pond Street to Cedar Street

- Reconstruction projected to start end of May
- Lane closures throughout project

# Engineering Division

## Major Upcoming Construction Projects

### North Main Street & Auburn Street Roundabout

- Demos underway
- Utility relocation work underway
- Bid Opening March 19<sup>th</sup>
- Projected start date end of May

### West State Street – Kent Creek to Sunset Avenue

- City completing Water and Sanitary Sewer in March/April with temporary closures
- Reconstruction will possibly start in May with a full closure

# Engineering Division

## Major Upcoming Construction Projects – Detour Map



# Engineering Division

## Achievements

- Received 346 hours of employee training in January & February in areas of traffic safety, construction documentation, erosion & sediment control, stormwater management, GIS and grant writing
- 35% complete on the design of Airport Dr/Falcon Rd Reconstruction Project
- Completed transition to a privatized parking system
- Nicor spending time & money into gas service repairs

# Engineering Division

## Areas of Improvement

- Improve & increase maintenance to our major creeks
- Improve stormwater runoff and water quality regulations
- Continue working with ABM, parking management contractor, for coordination of parking for special events and snow emergencies

# CLAIMS 2012 & Freedom of Information Requests

Kerry F. Partridge  
City Attorney



# Claims Dashboard 2010-2012

	2010 1st Quarter	2010 2nd Quarter	2010 3rd Quarter	2010 4th Quarter	2011 1st Quarter	2011 2nd Quarter	2011 3rd Quarter	2011 4th Quarter	2012 1st Quarter	2012 2nd Quarter	2012 3rd Quarter	2012 4th Quarter	Total 2010-2012
Claims this Quarter	50	74	33	31	142	59	36	20	15	16	31	19	526
Avg. Claims per Quarter	43	43	43	43	43	43	43	43	43	43	43	43	43
Claims this Year	50	124	157	188	142	201	237	257	15	31	62	81	526
Claims Approved this Qtr.	8	9	3	7	23	6	5	3	2	5	7	3	81
% of Claims Approved this Qtr.	16%	13%	9%	23%	16%	10%	14%	15%	13%	31%	23%	16%	17%
\$ Value of Approvals this Qtr.	\$3,519.48	\$8,043.89	\$6,766.14	\$4,732.48	\$30,661.78	\$2,806.02	\$4,058.30	\$476.48	\$477.56	\$3,614.26	\$22,920.49	\$2,074.98	\$90,151.86
Avg. \$ Approvals this Qtr.	\$782.11	\$893.77	\$2,255.38	\$676.07	\$1,333.12	\$467.67	\$811.66	\$158.83	\$238.77	\$722.85	\$3,274.35	\$691.66	\$922.33
Avg. Days to Approve this Qtr.	30	44	53	27	33	31	14	53	11	50	65	19	36
% Approved w/in 33 days this Qtr. **	88%	55%	33%	71%	65%	67%	100%	33%	100%	60%	71%	100%	70%
% Approved w/in 42 days this Qtr.	14%	77%	66%	71%	70%	83%	100%	33%	93%	60%	71%	100%	70%
Claims Denied this Qtr.	43	65	30	24	119	53	31	17	13	11	24	13	443
Avg. Days to Deny this Qtr.	38	34	22	24	19	14	12	9	11	6	17	20	25
% Denied w/in 21 days this Qtr.	19%	28%	53%	75%	74%	89%	87%	94%	100%	100%	83%	62%	72%
% Denied w/in 42 days this Qtr.	76%	71%	93%	88%	96%	98%	94%	100%	100%	100%	87%	77%	90%
Avg. Days to Investigate this Qtr.	20	13	11	13	8	10	7	6	7	21	28	17	13



# Legal Department Claims

## ACHIEVEMENTS

- Transitioned from In-House Processing to TPA (Travelers)
- Hired PMA in November 2012 to Replace Travelers as TPA achieving significant cost savings
- Record Low Number of Claims in 2012.
- Least Amount of Processing Time for Denials to Date.
- Met all Benchmarks in 1<sup>st</sup> Quarter

# Legal Department Claims

## **AREAS FOR IMPROVEMENT**

- Train PMA in claims decision parameters.
- Redirect public to PMA for claims filing.
- Reduce City staff time in claims process.
- Improve PMA processing times.
- Further reduction in number of claims.

# Legal Department

## FOIA Dashboard 2012

Department	Approved	Partially Approved	Denied
Community Development	92%	6%	2%
Fire Department	97%	1%	2%
Finance Department	91%	6%	3%
Human Resources	38%	50%	12%
Legal Department	100%	0%	0%
Police Department	60%	26%	14%
Public Works Department	78%	21%	<1%
Total	78%	15%	7%

# Legal Department

## FOIA Dashboard 2012

Department	Total Requests	Closed w/in 5 Business Days
Community Development	244	56%
Fire Department	681	80%
Finance Department	55	67%
Human Resources	8	75%
Legal Department	43	77%
Police Department	997	86%
Public Works Department	77	27%
Total	2105	67%

# Legal Department FOIA

## ACHIEVEMENTS

- Processed 2,105 FOIA Requests in 2012.
- Approved or Partially Approved 93% of All Requests
- Implemented SharePoint 2010 user interface for FOIA processing.
- Trained all FILOs in SharePoint 2010 interface
- Instituted Commercial Request Fee Collection.
- Recovered nearly \$3,000 of the cost of Commercial FOIA Requests.
- All PAC appeals resolved successfully.
- No court actions filed.
- No fines or penalties assessed.

# Legal Department FOIA

## **AREAS FOR IMPROVEMENT**

- Increase reliability of statistics for RockStat.
- Survey internet users for feedback.
- Improve FILO recordkeeping for non-standard requests.
- Improve search results for FOIA Request Archives.
- Develop FOIA “Reading Room” concept.